

Doc No 16-03123

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From: Opieflower@aol.com
Sent: Monday, November 29, 2004 5:37
To: Thomas Chandler
Subject: Spanish Video Relay Service

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Federal Communications Commission
Office of the Secretary

Hi there,

Federal Communications Commission
Office of the Secretary

My name is Hortencia Orozco, I used to Spanish Video Relay Service before it was about 2 years ago. It was amesome and worthy it. It was so beautiful and smooth .I loved it. My mom felt more comfortable to communicated with me as one line when I was on.

About one week ago i asked staffs (relay service) about do provided spanish video relay service. they said yes different the story i am very confused becuase a person said it was on holiday, a person said had limit time, a person said not do it weekend. A person said only mon to friday from 9 to 1 pm only see that is unfair. Today I spoke with a person she said no dont have spanish video relay service see they were talking differnt the story wow.... I did , was so happy before. Now I am very diappointed. I couldn't call and commuincate with my mom. She can't read English. I know they have tranferlate spanish for me but my exeriece, I didn't like it and waste time wow and it is ugly. I have not been talking with my mother for one year on spanish.

Please do provide spanish video relay service I really need it. I have been waiting for a year and half years since they cutted it. I am sure that (spanish people) are suffered. that is fair access different languages for me and my Mom. It is very important.

Please get business for us (spanish people)...
THanks for understanding
Hortencia

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